logging, coverage of garbage bins, establishment of modern abattoirs, scaring of birds etc. have also been taken to reduce the incidence of bird hits.

Customer services of Air India

286. SHRI SABIR ALI:
SHRI MOHAMMED ADEEB:

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that customer services of Air India has deteriorated;

(b) whether it is also a fact that most of the Government Organisations being served by Air India are also not satisfied with the services provided by Air India;

(c) if so, whether Government would examine the whole matter in a holistic manner; and

(d) if so, the details in this regard?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) No, Sir. The customer services provided by Air India are comparable in the Airline Industry, besides, Air India services have been continuously monitored, reviewed and upgraded to provide satisfaction to its customers.

(b) None of the Government Organizations being served by Air India have expressed dissatisfaction on the services provided by the Company.

(c) and (d) Do not arise.

Sleeping of pilots during flights

†287. SHRI NAND KISHORE YADAV:
SHRI KAMAL AKHTAR:

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government is aware that pilots have been found sleeping many times during domestic and international flights;

(b) if so, the reasons therefor and the action taken against guilty cockpit crew members; and

(c) the details of effective steps that would be taken by Government for the protection of life and property of air passenger keeping in view the Director General of Civil Aviation's (DGCA) affirmation in this regard?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) and (b) No such cases have been reported to the Government in the recent past.

(c) Directorate General of Civil Aviation (DGCA) has prescribed flight time, flight duty time and rest requirements for the aircrew to avoid such situations. DGCA has also reiterated these

†Original notice of the question was received in Hindi.